

# HOGAN & HARTSON

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August 2, 2002

*VIA ELECTRONIC FILING*

Ms. Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> St, S.W., TW-B204  
Washington, D.C. 20554

**Re: Application of Qwest Communications International Inc.  
To Provide In-region InterLATA Services in the States of  
Colorado, Idaho, Iowa, Nebraska and North Dakota,  
Docket No. 02-148**

Dear Ms. Dortch:

Yesterday Sue Burson, Christie Doherty, Hance Haney, Sue Kriebel, Nancy Lubamersky, Melissa Newman, Yaron Dori, and Anthony Miranda, all representing Qwest Communications International Inc. ("Qwest"), met via conference call with Michael Engel of the Wireline Competition Bureau ("Bureau"). At Mr. Engel's request, Qwest provided information on its bill dispute resolution processes, including preliminary results for proposed PID BI-5, and responded to other questions pertaining to Qwest's Wholesale billing systems. The salient points of our discussion are described below.

Attachment 1 to this letter contains the documents provided to Mr. Engel and discussed on yesterday's call. These documents include a draft of proposed PID BI-5 <sup>1</sup> and an e-mail describing the results under this PID for June and July 2002. <sup>2</sup>

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<sup>1</sup> As explained during our discussion, the draft BI-5 PID provided to Mr. Engel differs from the proposal filed with Qwest's Reply Comments of July 29, 2002. The July 29 version was based on Verizon's analogous PID in Pennsylvania. Qwest has since learned that Verizon developed another version of this PID for use in Rhode Island and, more generally, in the Verizon-North region. The draft PID provided to Mr. Engel was based on the current version of the Verizon PID. A copy of the most recent draft PID red-lined against the version submitted on July 29 can be found in Attachment 2. Notably, Qwest's proposed PID BI-5, as revised, does not require that CLECs submit disputes in a particular form or count only

As noted in the e-mail provided to Mr. Engel, Qwest's preliminary results under BI-5, as revised, for June and July 2002, are as follows:

BI-5A

*June:* The results for BI-5A in June show that Qwest acknowledged 62/66 disputes (93.94%) within two business days of receipt. The average timeframe for such acknowledgment that month was 0.83 business days. In one case, an SDC received four disputes in June that Qwest did not acknowledge for ten business days, but the SDC resolved all the disputes within six calendar days from acknowledgment. Here, the SDC was unaware of the two-business-day acknowledgment requirement and assumed that acknowledgment could accompany resolution within 28 calendar days. Qwest retrained the SDC on both the acknowledgment and resolution time frame requirements, and the particular SDC has since received additional claims and has acknowledged those claims in one business day. If the four disputes submitted by this CLEC were excluded, Qwest would have acknowledged 62/62 disputes (100%) within two business days of receipt in June, with an average acknowledgment timeframe of 0.24 business days.

*July:* The results for BI-5A in July show that Qwest acknowledged 102/119 disputes (85.7%) within two business days of receipt. The average timeframe for such acknowledgment was 6.6 business days. Here, six disputes were being reviewed by an SDC who was in the process of leaving Qwest. While the CLEC accounts were being transferred to another SDC, the six disputes did not get logged into Qwest's dispute tracking system and the disputes were not acknowledged within two business days. Qwest has since trained all SDCs on the performance metrics and managers have developed a checklist to follow during CLEC account transfers between SDCs. If the six disputes submitted by this CLEC were excluded, Qwest would have acknowledged 102/113 disputes (90.3%) within two business days of receipt, with an average acknowledgment timeframe of 1.2 business days.

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those disputes submitted only at the master account level (or "BAN" level). Qwest's current process permits added flexibility for CLECs.

<sup>2</sup> Qwest provided the FCC with preliminary data under BI-5 for June and July 2002 during the August 1 conference call, but those results differ slightly from the data discussed herein. Due to an arithmetic error, Qwest miscounted the number of disputes categorized as acknowledged within two days for June 2002 under BI-5A. The results included in this letter have been recalculated to include the omitted disputes. Because results in BI-5B are dependent on when disputes are acknowledged under BI-5A, the July BI-5B results changed slightly also.

BI-5B:

*June:* The results for BI-5B in June show that Qwest successfully resolved 97/102 disputes (95.1%) within 28 calendar days of the acknowledgment, with an average resolution timeframe of 20.7 calendar days.<sup>3</sup>

*July:* The results for BI-5B in July show that Qwest successfully resolved 55/78 (70.5%) of the billing disputes it received that month within 28 calendar days of the acknowledgment, with an average resolution timeframe of 20.85 days. In one case, 20 disputes were acknowledged within one business day, but were not resolved within 28 days of the acknowledgment. The CLEC that sent the disputes just began doing business in Qwest's territory this year. The CLEC employee sent a spreadsheet with 20 disputes containing 541 individual items that Qwest needed to investigate and resolve. The Qwest SDC worked closely with the new CLEC and determined that 73% of the disputes should not have been submitted. The CLEC agreed that it had submitted the disputes erroneously and appreciated the assistance and training that Qwest provided. Additionally, the SDC received refresher training on the dispute acknowledgment and resolution performance metrics, as well as training on the procedures to return invalid disputes to CLECS. If the 20 disputes submitted by this CLEC were excluded, Qwest would have successfully resolved 55/58 (94.8%) of the billing disputes it received in July within 28 calendar days of the acknowledgment, with an average resolution timeframe of 8.9 days.

On July 8, Commissioners Edward Garvey, Marilyn Showalter, Bob Rowe sent a inquiry to their respective Commissioners and Staff who participated in the 271 collaborative process in Qwest's territory.<sup>4</sup> The letter requested Commissioners to comment on each Commission's interest in participating in a multi-state long-term PID administration effort and on the administration proposals. Such comments are due back September 1, 2002. While awaiting state Commission comments on the forum for future PID

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<sup>3</sup> Qwest receives claims that vary in volume and complexity. For example, in June 2002, Qwest received claims that ranged from a single item to 1,401 items. Similarly, in July 2002, disputed claims ranged from one item to 1,004 items. Qwest also receives disputes that may be resolved rather quickly while some require more in-depth investigation. A tax dispute, for example, is relatively easy to resolve by determining whether the CLEC is tax-exempt. A dispute regarding NRCs, however, requires Qwest to conduct an investigation based on the information contained on the bill, and may require examining the service order or the LSR. Based on the varying level of complexity, disputes may be resolved in as little as one day, or make take several days to resolve. Occasionally, the more complex disputes that take several days to resolve may negatively affect Qwest's performance on BI-5B. But, in all cases, Qwest strives to resolve disputes within 28 calendar days 95% of the time.

<sup>4</sup> Qwest included this letter as an Ex Parte filing on July 17, 2002.

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oversight, Qwest will send the proposed PID BI-5 to the ROC Long Term 271 email distribution list and request comments back from CLECs and state commission staffs. This will allow interested parties to work collaboratively in an effort to reach agreement on the new PID and proposed benchmarks in an expedited timeframe. In the interim, Qwest intends to publish the results of proposed PID BI-5 as part of its general commercial performance results process beginning with the September data report of August results.

The 20-page limit does not apply as set forth in DA 02-1390.

Respectfully submitted,

*Anthony Luis Miranda*  
Anthony Luis Miranda

Attachment

cc: M. Carowitz  
M. Engel  
R. Tanner  
E. Yockus  
G. Remondino  
R. Harsch  
J. Prisbey  
J. Jewel  
P. Baker  
C. Post  
P. Fahn  
B. Smith

# Attachment 1

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**From:** Dori, Yaron

**Sent:** Thursday, August 01, 2002 2:06 PM

**To:** 'mingle@fcc.gov'

**Subject:** Bill Dispute Timeliness

Attached for purposes of today's meeting is a revised draft of proposed PID BI-5.

Information on June and July results appears below.

**June**

BI-5A = 60/66 or 90.9%; average acknowledgement = 1.06 days  
With one CLEC removed, 60/62 = 96.8%; average acknowledgement = 0.5 days

BI-5B = 97/102 = 95.1%; average acknowledgement = 20.7 days

**July**

BI-5A = 102/119 = 85.7%; average acknowledgement = 6.6 days  
With one CLEC removed, 102/113 = 90.3%; average acknowledgement = 1.2 days

BI-5B = 55/78 = 70.5%; average acknowledgement = 20.27 days  
With one CLEC removed, 55/58 = 94.8%; average acknowledgement = 7.2 days

## **DRAFT PID BI-5**

### **BI-5 Billing Claims Processing 30 Jul 02 Draft**

**Purpose:**

Evaluates the promptness with which Qwest acknowledges and resolves CLEC billing adjustment claims processed in the Service Delivery Center.

**Description:**

Measures the percentage of billing adjustment claims for Resale, UNE (RSID, ZCID) billed accounts and LIS interconnection usage and facility (L04, L08) acknowledged and resolved within specified timeframes.

BI-5A – Measures the number of billing adjustment claims acknowledged during the month that are acknowledged within two business days after receipt.

BI-5B – Measures the number of billing adjustment claims resolved during the month that are resolved within 28 calendar days after acknowledgement.

- This metric applies to CLEC claims that are submitted within 60 calendar days of the bill date.
- Business hours for receipt of billing claims are Monday through Friday, 8:00 AM to 5:00 PM, , excluding Qwest Legal Holidays.
- CLEC claims for billing errors received outside these business hours shall be considered received at 8:00 am on the first business day thereafter.
- Day of receipt shall be considered Day "0" for computing acknowledgement performance.
- Day of acknowledgement of a billing claim is considered Day "0" for computing resolution performance.
  - If the 28th calendar day falls on a weekend or Qwest Legal Holiday, resolution will be considered timely if returned on the next business day.
- Claims must be submitted by e-mail to the CLECs assigned Service Delivery Coordinator or by another format jointly agreed upon between Qwest and the CLEC. All requested information must be provided, whichever format is used.
- Claims that are the subject of this measurements are those with the following reason codes: USG (disputed usage from an Interexchange Carrier on the Qwest bill), TOLL (Itemized calls or pay per use charges on a Qwest bill) DA (directory advertising), LIST (incorrect billing for listings), LPC (late payment charges), NRC (non-recurring charges), NRES (non-resellable products/services), RATES (customer claim that rates on the bill are incorrect), RC (recurring charges), RSD (resale discount), or TAX (taxes incorrectly billed to account).
- Acknowledgement means the transmission of a claim number (if provided) or transmission of a message informing the CLEC that the claim can or cannot be processed (for example, if additional detail or information is needed) by e-mail to the e-mail address from which the CLEC sent the claim.
- Qwest will consider a returned claim as no further action required on our part, and when additional information needed is provided acknowledge the claim as a new claim and work on resolving the claim.
- A claim is considered "resolved" when Qwest returns e-mail, FAX or mailed response to the e-mail address. FAX # or mailing address from which the CLEC sent the claim and that either 1) denies the claim and provides a reason; or 2) grants the claim and informs the CLEC that a credit will be provided; or 3) denies the claim in part and grants the claim in part. A claim will be considered "granted" and, therefore, "resolved" whether or not the e-mail provides the specific amount of the credit to be issued.
- Each reason code submitted by a CLEC will count as a separate claim.

**Reporting Period:** One month

**Unit of Measure:** Percent

**Reporting Comparisons:** CLEC aggregate,  
CLEC individual

**Disaggregation Reporting:** Region-wide level.

**Formula:**

BI-5A = [(Number of billing adjustment claims acknowledged during the month that are acknowledged within two business days after receipt) ÷ (Total number of billing adjustment claims acknowledged during the month)] x 100

BI-5B = [ (Number of billing adjustment claims resolved during the month that are resolved within 28 calendar days after acknowledgement) ÷ (Total number of billing adjustment claims resolved during the month)] x 100

**Exclusions:**

- CLEC claims for incentive regulation credits, credits for performance remedies, out of service, and special promotional credits.
- CLEC claims that involve service order inquiries or account structure, or that are matters of contract or tariff interpretation. Service order inquiries include, but are not limited to, those on the attached form that request PON numbers. Account structure inquiries include, but are not limited to, those for independent bills, summary bill transfers, and unknown lines.
- CLEC claims related to bill media or technical issues.
- CLEC claims that are in fact for items enumerated above as excluded, but are referred to with different terminology.

**Product Reporting:** None**Standard:**

BI-5A: 95% within two business days after receipt.  
BI-5B: 95% within 28 calendar days (after acknowledgement.)

**Availability:****Under Development:**

- Beginning with Jun 02 data on the July 02 report

**Notes:**



# Attachment 2

## Draft PID BI-5

### **BI-5 Billing Accuracy & Claims Processing 30 Jul 02 Draft01 Aug 02 Draftv2**

#### **Purpose:**

Evaluates the promptness with which Qwest acknowledges and resolves CLEC billing adjustment claims processed in the Service Delivery Center.

#### **Description:**

Measures the percentage of billing adjustment claims for Resale, UNE (RSID, ZCID) billed accounts and LIS interconnection usage and local facility accounts (L04, L08) acknowledged and resolved within specified timeframes.

BI-5A – Measures the number of ~~valid complete~~ billing adjustment claims acknowledged during the month that are acknowledged within two business days of after receipt, as a percentage of the total number of billing adjustment claims acknowledged during the month.

- Time interval for acknowledging claims is measured from the date of receipt to date of acknowledgement.
- Date of receipt is the date Qwest receives the claim, subject to business hours defined below.

BI-5B – Measures the number of ~~valid complete~~ billing adjustment claims received resolved during the month that are resolved within 30-28 calendar days after ~~receipt~~acknowledgement, as a percentage of total number of billing adjustment claims resolved during the month.

- Time interval for resolving claims is measured from date of acknowledgement to date of resolution.
- Date of resolution is the date on which Qwest sends an e-mail, facsimile, or mailed response to the e-mail address, facsimile number, or mailing address designated by the CLEC. As a minimum, this communication of resolution either 1) denies the claim and provides a reason; or 2) grants the claim and informs the CLEC that a credit will be provided whether or not the communication provides the specific amount of the credit to be issued; or 3) denies the claim in part and grants the claim in part.
- If the 28<sup>th</sup> calendar day falls on a weekend or Qwest Legal Holiday, resolution will be considered timely if returned on the next business day.
- Date of acknowledgement is the date on which Qwest sends the claim number (if provided) via an e-mail, facsimile, or mailed response to the e-mail address, facsimile number, or mailing address designated by the CLEC, thus acknowledging the claim, or, if the claim cannot be processed, a message so informing the CLEC, to the e-mail address, facsimile number, or mailing address designated by the CLEC.
- Theis measurement applies toincludes only CLEC claims that are submitted within 60 calendar days of the bill date and that are related to bill periods beginning on or after June 1, 2002subject to the business rules listed in this description and exclusions listed below.
- Business days/hours for receipt of billing claims are Monday through Friday, 8:00 AM to 5:00 PM, Mountain Time, excluding Qwest Legal Holidays.
  - CLEC billing adjustment claims for billing errors received outside these business hours shall be considered received at 8:00 am Mountain Time on the first business day thereafter.

☐ Day of receipt shall be considered Day "0" for computing acknowledgement performance.

☐ Day of receipt acknowledgement of a billing claim is considered Day "0" for computing resolution performance.

- To qualify for inclusion in this measurement, Cclaims must be submitted by e-mail to the CLECs assigned Service Delivery Coordinator or by another format jointly agreed upon between Qwest and the CLEC. All requested information must be provided, whichever format is used.
- Claims that are the subject of this measurements are those with the following reason codes: USG (disputed usage from an Interexchange Carrier on the Qwest bill), TOLL (Itemized calls or pay per use charges on a Qwest bill), DA (directory advertising), LIST (incorrect billing for listings), LPC (late payment charges), NRC (non-recurring charges), NRES (non-resellable products/services), RATES (customer claim that rates on the bill are incorrect), RC (recurring charges), RSD (resale discount), or TAX (taxes incorrectly billed to account).

- Acknowledgement means the transmission of a claim number (if provided) or transmission of a message informing the CLEC that the claim cannot be processed (for example, if additional detail or information is needed) by e-mail to the e-mail address from which the CLEC sent the claim.
- Qwest will consider a returned claim as no further action required on our part, and when additional information needed is provided acknowledge the claim as a new claim and work on resolving the claim.
  - A claim is considered "resolved" when Qwest returns e-mail, FAX or mailed response to the e-mail address, FAX # or mailing address from which the CLEC sent the claim and that either 1) denies the claim and provides a reason; or 2) grants the claim and informs the CLEC that a credit will be provided; or 3) denies the claim in part and grants the claim in part. A claim will be considered "granted" and, therefore, "resolved" whether or not the e-mail provides the specific amount of the credit to be issued.  
If the 28th calendar day falls on a weekend or Qwest Legal Holiday, resolution will be considered timely if returned on the next business day.
  - For each summary account? eEach reason code submitted by a CLEC will count as a separate claim.

<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Percent
<b>Reporting Comparisons:</b> CLEC aggregate, individual CLEC	<b>Disaggregation Reporting:</b> Region-wide level.

**Formula:**

BI-5A =  $\left[ \frac{\text{(Number of ~~valid complete~~ billing adjustment claims acknowledged during the month that are acknowledged within two business days ~~of~~after receipt)}}{\text{(Total number of ~~valid complete~~ billing adjustment claims acknowledged during the month)}} \right] \times 100$

BI-5B =  $\left[ \frac{\text{(Number of ~~valid complete~~ billing adjustment claims resolved during the month that are resolved within ~~30-28~~ calendar days after ~~receipt~~acknowledgement)}}{\text{(Total number of ~~valid complete~~ billing adjustment claims resolved during the month)}} \right] \times 100$

**Exclusions:**

- CLEC claims for incentive regulation credits, credits for performance remedies, out of service, and special promotional credits.
- CLEC claims that involve service order inquiries or account structure, or that are matters of contract or tariff interpretation. Service order inquiries include, but are not limited to, those on the attached form that request PON numbers. Account structure inquiries include, but are not limited to, those for independent bills, summary bill transfers, and unknown lines. CLEC claims that involve service order inquiries, account structure, or that are in fact matters of contract or tariff interpretation. Service order inquiries include those that request PON numbers. Account structure inquiries include those for independent bills, summary bill transfers, and unknown lines.
- CLEC claims related to bill media or technical issues.
- CLEC claims that are in fact for items enumerated above as excluded, but are referred to with different terminology.

**Product Reporting:** None

**Standard:**

BI-5A: 95% within two business days after receipt.  
BI-4B5B: 95% within ~~30-28~~ calendar days (after receiptacknowledgement.)

**Availability:****Notes:****Under Development:**

- Beginning with Jun 02 data on the Aug 02 report